

HOW TO CREATE, SAVE AND TRANSFER SRTS RECORDS

1.) To access the SRTS, please go to:

- <https://intra.dmhapps.co.la.ca.us/SRTS> (for DMH staff)
- <https://dmhapps.co.la.ca.us/SRTS> (for Legal Entity staff)

2.) Log in to the website:

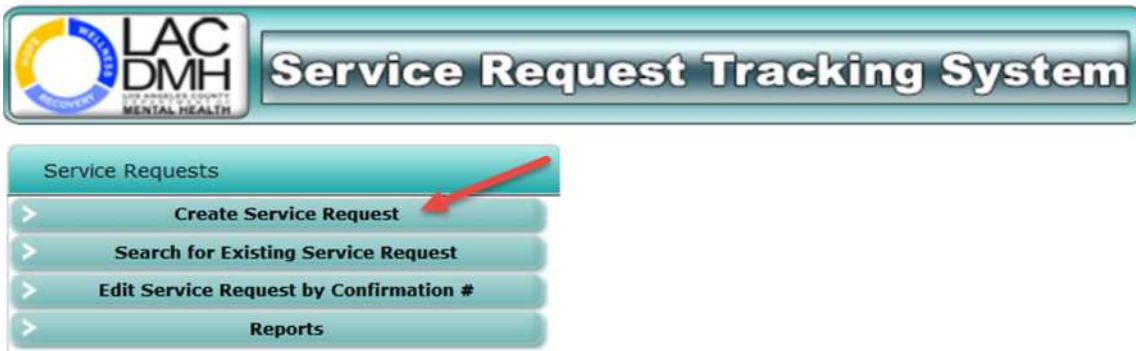
- For DMH staff: use the same Username and Password that you log in to your desk computer
- For Legal Entity staff: User Name is your C# and the Password is one assigned by the CIOB Help Desk (213) 351-1335



The screenshot shows the login interface for the LAC DMH Service Request Tracking System. At the top, there is a header with the LAC DMH logo and the text "Service Request Tracking System". Below the header is a "Sign In" section with a prompt "Enter your user name and password to sign in." followed by input fields for "User Name:" and "Password:". At the bottom of the sign-in section are two buttons: "> OK" and "> Cancel".

Service Request Tracking System Version 1.16.1 Copyright © 2014 County of Los Angeles Department of Mental Health. All rights reserved.
Disclaimer: This confidential information is provided to you in accordance with State and Federal laws and regulations including but not limited to applicable Well Code and HIPAA Privacy Standards. Duplication of this information for further disclosure is prohibited without prior written authorization of the client/authorized unless otherwise permitted by law.

3.) Click "Create Service Request" to create a new record.



The screenshot shows the main menu of the LAC DMH Service Request Tracking System. At the top, there is a header with the LAC DMH logo and the text "Service Request Tracking System". Below the header is a section titled "Service Requests" with a list of four options: "> Create Service Request", "> Search for Existing Service Request", "> Edit Service Request by Confirmation #", and "> Reports". A red arrow points to the "Create Service Request" option.

4.) In the Client Search screen, enter the client's IS number or social security number OR in the Advanced Search, enter client's first and last name and date of birth, then click "Go".

LAC DMH Service Request Tracking System

Home | User Manual | Change Location | Sign Out

You are signed on as: _____
From: _____

Client Search

Client Identifier: _____
SSN: _____ **Go**

OR

Advanced Search

First Name: Marisela
Last Name: Lopez
DOB (MM/DD/YYYY): 11/11/1980 **Go**

0 of 0 0 Items 10 /Page **Go**

Client Identifier	SSN	First Name	Mid Name	Last Name	Gender	Ethnicity	Primary Language	DOB
0 Items								

5.) If there is no match, you will be prompted to click the "Proceed" button.

LAC DMH Service Request Tracking System

Home | User Manual | Change Location | Sign Out

You are signed on as: _____
From: _____

Client Search

Client Identifier: _____
SSN: _____ **Go**

Advanced Search

First Name: Marisela
Last Name: Lopez
DOB (MM/DD/YYYY): 11/11/1980 **Go** **Proceed**

0 of 0 0 Items 10 /Page **Go**

Client Identifier	SSN	First Name	Mid Name	Last Name	Gender	Ethnicity	Primary Language	DOB
0 Items								

6.) If there are any matches, there is a "Select" button to the left for you to choose the client provided.

Advanced Search

First Name: _____
Last Name: _____
DOB (MM/DD/YYYY): _____ **Go**

1 of 1 2 Items 10 /Page **Go**

	Client Identifier	SSN	First Name	Mid Name	Last Name	Gender	Ethnicity	Primary Language	DOB
Select									
Select									

7.) If there are no active SRTS records in the system, you may then create a new service request. Click on the “Create Service Request” button.

Home User Manual Change Location Sign Out

You are signed on as: [Name]
From: [IP Address]

Service Request Tracking System

Client Information

Client Identifier

First Name: Marisela Last Name: Lopez DOB: 11/11/1980

Gender: Ethnicity: Preferred Language:

Service Request

0 of 0 Items 10 /Page Go

Service Request Date	Date of Initial Appointment	Provider # Associated with Initial Appointment
No active Service Request found.		

Episode

0 of 0 Items 100 /Page Go

Episode	Admit Date	Discharge Date	SFPR Provider Name	Last Service Date
Client not found in the IS.				

[Create Service Request](#)

8.) Begin entering the data for “Client Information” and “Service Request Information”. This information is required in order to save an initial record.

Service Request Tracking System

Add Service Request

Client Information

Client Identifier

First Name: Marisela Last Name: Lopez DOB: 11/11/1980

Gender: Female Ethnicity: Hispanic Preferred Language: English

Client Phone: () - -

Service Request Information

Staff Responding to Request: Request Date: 5/11/2015 Time:

Request Type: Walk-In Released From: NA

Requesting / Referring Party: Role of Referrer: Self

9.) After entering the required information, you may click “Save” at the bottom of the record. If you are transferring to a different program, you may click the “Transfer” button now.

Disposition

Disposition of Request for Service: ** Please Select **

Initial Appointment:

Date	Time	Staff Name	Provider No. Associated to Appointment	Justification:

Comments, Cultural Considerations/ Special Needs:

Created By: Date Created: 5/13/2015 1:26 PM

Last Modified By: Date Modified: 5/13/2015 1:26 PM

[Save](#) [Cancel](#) [Transfer](#)

Click "Transfer" to send to a different program

10.) When transferring, choose one of the locations from the drop-down options and a transfer reason. Enter a date, then click “Save”. The record will then give you a tracking confirmation # to indicate the record has been saved successfully. *If you do not receive a tracking confirmation #, the record was not saved.

Transfer From: Location

Transfer To: Location

Transfer Reason

[Service Locator](#)

Staff

Transfer By

Comment

Transfer Date

11.) Leave the Disposition section for the Treating Provider to complete. You do not need to enter information in this section when transferring the record.

Disposition

Disposition of Request for Service

Initial Appointment:

Date	Time	Staff Name	Provider No. Associated to Appointment	Justification:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Comments, Cultural Considerations/ Special Needs:

12.) Once the record has been transferred, an automated email notification will be sent to the Users associated with that Location and you will be cc:ed on the email.

From: Application Alert

To: [Redacted]

Cc: [Redacted]

Subject: Service Request Tracking System Transfer Notification DEV Environment

Sent: Wed 5/13/2015 1:28

A service request has been transferred from Office of Consumer & Family Affairs to Service Area 4 Adult Navigation Team for the following reason: Individual in need of specialty mental health services. The Tracking Confirmation Number is **44711**.

DMH Staff Link:
http://intratrainweb/SRTS/DMH_Referral/TransferConfirmation.aspx?tcn=44711

Legal Entity Link:
http://clsxtrainweb/SRTS/DMH_Referral/TransferConfirmation.aspx?tcn=44711

Note: In Production enviroment, this email will send to: @dmh.lacounty.gov, @dmh.lacounty.gov, @dmh.lacounty.gov